30.4.1997. The facts of the news item and the reaction of the Government thereto are as follows :

1. One, Shri Vasant Sharma complained about delay in delivery and lack of Post Office facility. The matter of delay in delivery was enquired into and the Chief Postmaster General Delhi Circle is taking suitable action against the postmen concerned. As regards opening of Post Offices, there are 2 Post offices in Rohini at present and 3 more Post Offices have been sanctioned for opening and they will be opened subject to availability of suitable accommodation.

2. Mrs. P.L. Vishalakshi had complained about problem at the counter in encashment of National Savings Certificates. It is reported that this problem occured due to unavoidable heavy pressure at the counters at the end of the financial year despite providing additional manpower.

3. Regarding the delay in payment of Money Orders especially for Bihar. Money Orders are generally delivered in time. Individual case of delay are inquired into and suitable action is taken to avoid these delays. Processing of complaint cases in respect of Money Orders in Delhi Circle has now been centralised in the Customer Care Centre. Complaint cases are processed quickly and duplicate Money Orders are issued on completion of one month from the date of issue of the Money Order if a complaint of non-payment is received.

4. Alleged bungling in the distributionof magazines: To avoid non-delivery of magazines, periodicals etc., a special watch is kept on the prompt delivery of these items.

5. Non-opening of 10 new Post Offices sanctioned for Delhi: These Post Offices could not be opened due to non-availability of accommodation and in some cases due to demand of rent at exorbitant commercial rates.

(d) and (e) The distribution of mail in the rural areas is generally satisfactory. However, occasional delay in delivery of mails may occur due to unforessen transportation problems, natural calamities, inadequacy of delivery manpower, sudden and exceptional increase in the volume of mails like Corporate and Greetings mail, etc.

The Government systematically monitors and reviews at the field and headquarters level, the delivery of mails in the rural areas and remedial measures are taken wherever deficiencies are noticed.

[Translation]

Doubling of Railway Lines

2480. SHRI HARIVANSH SAHAI : Will the Minister of RAILWAYS be pleased to state :

(a) whether the Government are formulating any scheme to lay double track railway line from Hazipur to Barabanki and Matni Junction to Varanasi railway station of North Eastern Railway;

(b) the expenditure likely to be incurred thereon;

(c) the time by which the above work is likely to be completed;

(d) whether the Government propose to run fast trains on above route; and

(e) if so, by when?

THE MINISTER OF RAILWAYS (SHRI RAM VILAS PASWAN) : (a) Doubling between Gorakhpur and Barabanki is being done in a phased manner. In the first phase doubling has been taken up between Gonda and Jarwal Road and between Gorakhpur and Sahjanwa. Between Muzaffarpur and Gorakhpur doubling will be achieved by having a 2nd BG line through gauge conversion of MG route *via* Narkatiaganj. Rest of the section will be taken up in a phased manner after completing Phase-I work.

The traffic on Bhatni-Varanasi section has not yet reached a level to justify its doubling.

(b) The cost of the Phase-I doubling Works already sanctioned as detailed in part (a) is Rs. 75.00 crs.

(c) The work on these two sections under Phase-I is expected to be completed within the 9th five year plan.

(d) There is no such proposal at present.

(e) Does not arise.

[English]

Increase in Frequency of Delhi-Madras-Trivandrum Rajdhani Express

2481. SHRI N. DENNIS : Will the Minister of RAILWAYS be pleased to state :

(a) whether there are proposals for increasing the frequency of Delhi-Madras-Trivandrum Rajdhani Express; and

(b) if so, the details thereof?

THE MINISTER OF RAILWAYS (SHRI RAM VILAS PASWAN) : (a) There is no such proposal at present.

(b) Does not arise.